



**Request for Proposal
For
Cloud Based
Office Productivity Services**

Issue Date: Monday May 16, 2016

**Due Date and Time: Wednesday June 8, 2016,
3:00 PM Mountain Time**

Receipt Location:

City of Cottonwood Heights
City Recorder's Office
1265 E Fort Union Blvd Ste 250
Cottonwood Heights, Utah 84047

Project Description: Cottonwood Heights (the "City") is constructing a new Municipal Center at 2277 East Bengal Boulevard, Cottonwood Heights, UT 84121 and will assume occupancy of the building by September 12, 2016. The City is seeking proposals for a **Cloud Based Office Productivity Services**.

The City currently employs approximately 85 full time employees and provides municipal services to approximately 34,500 citizens. The new facility will house administrative and police staff. Word processing, spreadsheets, presentations, calendaring, task management, contact management, and email comprise a large part of most jobs in the City and having a robust and versatile system is critical to our service delivery.

The City currently hosts its own email on-site using Microsoft Exchange Server 2013. Exchange data is backed up to both network file servers and hard drives. The hard drive backups are taken to a secure location on a daily basis. The City currently utilizes McAfee (Intel) Email Protection to manage spam and security threats.

City employees access their email from Windows 7 computers using Microsoft Outlook 2013. Antivirus software (Symantec Endpoint Protection) is also installed on these computers. Many users also access their email using cellular telephones and tablets. Access to email via a web browser is also provided using Microsoft Office Outlook Web App (OWA).

This RFP is intended to elicit the information necessary to assess leading vendor alternatives in order to determine what opportunity is best for the City. The City will not be obligated to move forward with any vendor and will not provide reimbursement for any expenses incurred in providing a response.

Scope of Services:

The City desires the vendor to include the capabilities and objectives as detailed below. The selected firm must be able to develop a reliable and robust solution incorporating as many of the capabilities and handling the responsibilities shown below as possible. After the migration phase, City staff will perform day to day administration.

1. Project Items:

- 1.1. All current Exchange based capabilities must be migrated. Users must be able to access their existing email, contacts, calendars, and tasks.
- 1.3. Users must be able to access their email accounts from multiple devices (i.e. PC's, smartphones, tablets, etc.)
- 1.4. Possibility of Webmail access. Not frequently utilized.
- 1.5. Ability to schedule & reserve rooms and resources. Must be able to limit access to scheduling. Must be able to audit reservations to see who has rebooked a room, etc.
- 1.6. "Public Folders" or an alternative (i.e. calendars, contacts, and folders shared by all City employees). This is currently used for calendars and shared email lists that do not need to be globally available.
- 1.7. Ability to track changes made to calendars, including deletions. We have had instances where a supervisor's meeting disappeared and none of the subordinates managing that calendar know what happened.
- 1.9. Ability to manually or through a schedule process, archive all email that is over some years in age.
- 1.10. Reporting to provide information on:
 - 1.10.1. Metric(s) to identify email performance issues. Perhaps average email delivery time, average queue length, highest queue length.
 - 1.10.2. User email box sizes
 - 1.10.3. Emails sent and received per day.
 - 1.10.4. User mailbox unread emails. The City uses several accounts for citizen contact into the City. Staff needs to know if emails to these shared accounts are not being read.

- 1.11. Ability for administrators and authorized staff to perform read only content searches across all mailboxes
- 1.12. Ability to send SMTP emails from internal IP's (for example, from system alerts and programming processes). If they must be authenticated, that is acceptable.
- 1.13. Ability and training to system admins to recover individual mailboxes from backups.
- 1.14. Ability to monitor server availability through SNMP, both from internal IP's and external IP (this can be a static IP).
- 1.10.9. Plan for access to service in the event of a network, provider or office suite failure.
- 1.15. If a system other than Microsoft is obtained, the vendor must ensure that all prior system data remains accessible both during and after the transition.

2. Vendor Duties:

- 2.1. Capability of vendor to provide 24 x 7 technical support to system admins?
- 2.2. Assist with migration of DNS/MX records (if needed).

3. Antispam & Antivirus Solutions:

- 3.1. The vendor should design and provide additional antispam and antispam solution. The City expects solution(s) utilizing mainstream software with typical capabilities.
- 3.2. The Anti-Spam solution should include the following capabilities:
 - 3.2.1. Ability to block SMTP servers by name, IP address, and IP address range.
 - 3.2.2. Ability to block emails by a sender's domain name, email address, or display name. This should include the use of wildcards as well.
 - 3.2.3. Ability to bulk import a blacklist of spam domain names from a flat file.
 - 3.2.4. Ability to lock emails from specific TLD's (ie *.ru, *.mobi, *.sale etc)
 - 3.2.5. Blocked emails can be sent to delete or be quarantined for review (with full header info available).
 - 3.2.6. Ability to block all email from a given Email Service Provider "ESP" (like MailChip, ActOn, MarkeTo etc) in the event we determine an ESP is not appropriately enforcing their anti-spam policies. A significant percentage of UCE into the City is from the clients of ESP's.
 - 3.2.7. Ability to add RBL's
 - 3.2.8. Ability to monitor Antispam and Antivirus availability through SNMP, both from internal IP's and external IP (this can be a static IP).
 - 3.2.9. URL rewriting of links in inbound emails
 - 3.2.10. Defined actions for email attachments.

For the evaluation process, please provide responses to the following (15 pages maximum):

Section 1: Introduction

Section 2: Organization and Team Experience, Past Performance and List of References (five minimum references with preference given to vendors that have worked with govt. organizations).

Section 3: System Architecture

The City would like to have a manufactures solution that provides investment protection long term.

Section 4: Proposed Solution(s)

Describe how your system meets the expectations defined above.

Section 5: Implementation Process

Explain how the system will implemented by the deadline of **August 1, 2016**.

Section 6: Training

Describe how you will handle training for administrators and end-users, whether training videos are available for the client software, if “cheat sheets” or “quick start” guides are provide, and any cost for additional user and admin training.

Section 7: Hardware and Software Warranty:

Describe any warranties that may apply.

Section 9: Cost

Provide an itemized price quote for the service including all licenses, tech support, etc.

Submission Details:

Sealed proposals will be received by the Cottonwood Heights, City Recorder’s Office, 1265 E Fort Union Blvd Ste 250 Cottonwood Heights, UT 84047 until Wednesday June 8, 2016, at 3:00 P.M.

Proposals, modifications, or corrections will not be accepted if they are not timely received by the City Clerk/Recorder's Office, regardless of the cause, whether or not by action or inaction of the City, including but not limited to delayed, lost, undelivered or misdirected mail. Facsimile transmitted proposals will not be accepted.

CONTACTS

Any administrative questions regarding bidding procedures should be directed to:
Linda Dunlavy, City Recorder.

LAST DAY FOR QUESTIONS

The last day to submit questions is Friday, May 27, 2016 @ 3:00 pm (MST). This will allow sufficient time for any addenda to be issued by the City to all bidders. All questions must be submitted in writing via email to Linda Dunlavy, City Recorder at Ldunlavy@ch.utah.gov.

RFP documents may be obtained via email beginning Monday, May 16, 2016, from Linda Dunlavy, City Recorder, Ldunlavy@ch.utah.gov. When requesting RFP documents please include your full name, company name, address, phone and email address and which RFP you are referring to.

SELECTION PROCESS

A review committee will evaluate all responses to the RFP that meet the submittal requirements and deadline. Submittals that do not meet the requirement or deadline will not be considered. The review committee will rank the proposals and may arrange interviews with the finalist prior to selection.

The review committee will consider the following criteria equally when evaluating the proposals: quality and thoroughness of the proposal; references (including at least 2 municipalities); and cost proposal.

SPECIAL INSTRUCTIONS TO BIDDERS

I. Submission Requirements and Instructions (All bidder requirements in this section are **mandatory**).

- The City reserves the right to waive any non-material variation, or technicality in any statement received, if the City believes it would serve the best interest of the City. The City may reject any and all Request for Proposals.
- Request for Proposal must be in a sealed package and submitted via mail or hand-deliver, to the City Recorder's office. Each submission must be marked on the outside with the Company's name and the description of the proposal; "Request for Proposal for Cloud Based Office Productivity Services."
- Proposers shall submit five (5) hard copies of the Proposal to the City at the address identified above.
- Any RFP received after the schedule closing time for receipt of RFPs will **NOT** be opened and **NOT** returned to sender.
- Proposals and required attachments shall be submitted as specified. All costs incurred in the preparation of a proposal will be the responsibility of the bidder and will not be reimbursed by the City.
- Successful vendor shall possess and make proof available of Liability Insurance Coverage for \$1,000,000 or higher, Workers Compensation Coverage (State limits), Commercial and Auto Liability Coverage \$100,000/\$100,000/\$500,000 or higher and indemnification of liability for the City of Cottonwood Heights and its agents.

Requests for Supplemental Information

The City reserves the right to require the submittal of additional information that supplements or explains proposal materials.

Evaluation Criteria

The evaluation criteria in the following table are intended to be the basis by which each proposal will be evaluated, measured, and ranked. The City hereby reserves the right to evaluate, at its sole discretion, the extent to which each proposal received compares to the stated criteria. The recommendation of the Evaluation Committee shall be based on the evaluations using the criteria.

Criteria	Description	Maximum Score
Business & Team	This criterion considers both the qualifications of the business and personnel proposed to provide the services solicited by this RFP.	20
Approach	This criterion considers the proposer's understanding of the scope of work and the quality and clarity of the proposer's written methodology, description of the proposed approach to accomplish the work, and ability to have the system installed, operational, and staff trained on or before the go-live date.	25
System Capabilities	This criterion considers the products functionality that are proposed to be used in performing the services solicited by this RFP. In evaluating the proposer's products, the City will consider the business benefits and the business process improvements as a result of implementing the proposer's products.	30

Criteria	Description	Maximum Score
Cost	This criterion considers the price of the services solicited by this RFP. Proposers will be evaluated on their pricing scheme as well as on their price in comparison to the other proposers.	25

AWARD OF CONTRACT

The City reserves the right to reject any and all proposals, to contract work with whomever and in whatever manner the City decides, to abandon the work entirely and to waive any informality or non-substantive irregularity as the interest of the City may require and to be the sole judge of selection process. The City also reserves the right to negotiate separately in any manner to serve the best interest of the City. The City retains the right at its sole discretion to select a successful vendor(s).